

# Katie Morrow

110 Keefer Road  
Thorold, Ontario  
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**Objective:** ~~As~~ customer service position

## **Highlights of Qualifications:**

- 3 years of customer service experience
- 2 years experience as a hostess
- Outstanding communication and listening skills
- Professional attitude toward customer satisfaction
- Works well with others and well organized

## **Work Experience:**

Tony Roma's  
Hostess

Banff, Alberta  
2013

### **Duties and Responsibilities**

- Supervise and coordinate activities of dining room personnel to provide fast and courteous service to patrons
- Schedule dining reservations and arrange parties and special services for diners
- Greet guests, escort them to tables, and provide menus
- Assign work tasks and coordinate activities of dining room personnel to ensure prompt and courteous service to patrons
- Prepare beverages and expedite food orders
- Collect payment from customers, cash, credit and debit experience

Earls  
Hostess

Banff, Alberta  
2013

### **Duties and Responsibilities**

- Greeting patrons upon arrival and escorting them to their appropriate tables
- Organizing wait lists for clientele, ensuring customers are seated accordingly
- Recording and confirming reservations for restaurants customers

Canyon Creek Chophouse  
Hostess

Niagara Falls, Ontario  
2010-2012

### **Duties and Responsibilities**

- Greeted guests and seated them appropriately
- Cleaned and prepared tables in a timely manner
- Recommended food items
- Served guests meals on occasion
- Vacuumed and swept restaurant to maintain cleanliness

**Katie Morrow**

**(289) 929-6204**

Dr. Lee's Dental Office  
**Office Assistant** (Co-op)

Thorold, Ontario  
2009-2010

**Customer Service**

- Greeted visitors and directed visitors to appropriate person
- Completed sales transactions with cash, debit and credit
- Responsible for assisting staff and customers in a sensitive and professional manner

**Administration**

- Answered telephone inquiries and relaying telephone calls
- Acquired working knowledge of computers including; keyboard skills, database programs, Windows applications, and word processing programs
- Responsible for maintaining a safe work environment

**Education:**

Thorold Secondary School  
[REDACTED]

Thorold, Ontario  
2006 to 2010

**Volunteer Experience:**

Southridge Community Church  
**Homeless Shelter Assistant**

St.Catharines, Ontario  
2009 to 2011

Shaver Hospital  
**Recreation Department Volunteer**

St. Catharines, Ontario  
2006 to 2008

*References available upon request*